

**Job Description**

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| **Title: User involvement and co-production Project Worker** | **Date: August 2023** |
| **Contract type: Permanent** | **Hours: Full-time** |
| **Responsible to: Service Manager** | Adult Services Manager |
| **Responsible for: Experts by Experience, HUG Reps, volunteers,** |  |
| **Salary scale: £31, 214** |  |

**Role Purpose**

The Project Worker will work across user involvement and co-production projects at Mind in Harrow (MiH) promoting and building on the work of our Harrow User Group (HUG), Experts by Experience (EbEs) and Mental Health Champions.

User voice and co production will be at the heart of planning and designing mental health services in Harrow. The postholder will facilitate active involvement and promote an ongoing partnership between a range of stakeholders to ensure that the voice of people with lived experience of mental health is represented.

The post holder will identify new opportunities to make sure that service user views are understood and represented at a local level.

The postholder will champion user voice and will support the development of user involvement opportunities. They will also take the lead to ensure that all our work is co-produced, collaborating with a wide range of stakeholders so that projects are relevant and meaningful. Applying core co-production principles will be central to this role.

The postholder will need to develop ways of working that bring forward the views from a wide range of backgrounds of people with lived experience of mental health including marginalised and under-represented groups. To achieve this, the postholder will build new and existing connections with statutory and other voluntary organisations and community groups including those that are identified as hard to reach.

**Key Responsibilities**

* Overall responsibility for the service user involvement projects at Mind in Harrow.
* Individual and group support including supervision for HUG, EbEs and Mental Health Champions.
* Facilitate active user involvement in the delivery of the projects using recognised methods of co-production.
* To lead on recruitment and training of MH Champions, HUG Reps and EbEs to work across projects and settings.
* Provide workshops and training on mental health and service user involvement
* Collaborate with the Marketing and Communications Coordinator to promote the work of user involvement projects through a range of platforms to attract new users, keep all stakeholders updated and raise the profile of Mind in Harrow, this will include co-producing a quarterly newsletter.
* Actively engage with a diverse range of community groups including any faith, under-represented, marginalised and hard to reach groups and work in partnership with strategic leads from health and social care and other local organisations.
* Maintain robust monitoring and evaluation systems for the project, including recording systems for volunteers, HUG Reps, EbE Advisors and Mental Health Champions, using MiH CRM system
* Provide administrative support across the user involvement projects including the management of reward and recognition.
* Comply with all Mind in Harrow’s policies and attend staff, team, supervision and other meetings as required.
* Ensure safe practices for all work and projects, adhering to MiH safeguarding policies and procedures,

**Person Specification**

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| **Knowledge and Skills** | **Essential** | **Desirable** | **Assessed by:** |
| Education level - specify | * Tertiary qualification or equivalent experience in health or social care settings | Training qualification | Application |
| Knowledge | * Different models of mental health including wellbeing, prevention and recovery. * Principles of co-design/co-production and empowering user voice * Understanding of the challenges faced by people experiencing a mental health problem including multiple disadvantage | * Understanding of key legislation that may affect people with lived experience of mental health including the Mental Health Act, the Mental Capacity Act and Care Act * Understanding of primary and secondary care NHS mental health services and the role of integrated care boards. | Application, interview & test |
| Skills | * Maintain professional boundaries and build positive working relationships with a range of stakeholders * Working with mental health service users from a range of diverse backgrounds in the statutory and/or voluntary sector | * Ability to develop and deliver training * Service monitoring & evaluation evidenced through report writing * Promoting empowerment through self-advocacy | Application, interview & test |
| Experience | * Experience of training and supporting volunteers * Experience of presenting Experience of collecting and recording data evidence * Experience of Safeguarding adults at risk and children and young people | * Stakeholder manager with professionals at a senior level * Complete service user risk assessments and support plans | Application, interview & test/presentation |
| Personal Qualities | * Attention to detail and ability to apply creative thinking * Team player * Can do attitude * Ability to work flexibly to meet the needs of the organisation which may include some evening and weekend work |  | Application, interview & test |

Assessed by: Application, Interview, Test, Presentation